

TECHNOLOGY GUIDE FOR ACADEMIC MENTOR TRAINING



PRE-TRAINING INFORMATION



We will send you a Zoom link to the virtual training in your confirmation email. If you don't already have the Zoom application, you'll need a few extra minutes to download it, so please plan to get set up prior to the training start time. Check out Zoom technical support for more information.



DAY-OF: SIGNING IN

Join the virtual training a few minutes early to make sure you have everything you need. Think of our training like walking into a classroom: come on time and be prepared to listen and engage. We suggest everyone have their cameras on the entirety of the session.



IF YOUR AUDIO IS NOT WORKING

Check your Zoom audio settings, headphones and/or computer sound. If your audio is still not working, one tip is always to restart your computer. If that does not work, you can call in from a phone and listen while also watching the screen and visuals: consult the control panel on how to call in using a phone.

TECHNOLOGY SUPPORT

Email mentor@bostonpartners.org to chat with a member from our team. A staff member (named "Technology Support" on Zoom) will also be present 10 minutes before and after the training for additional support.

